



Navy Cyber Forces (NAVY CYBERFOR)

&

***Fleet and Industrial Supply Center Norfolk
(FISCN)***

Operations and Maintenance
Support of the OCONUS
Navy Enterprise Network
(ONE-NET)

Industry Day
29 April 2010



Agenda

- *0830 – 0900 Registration & Check-in*
- *0900 – 0915 Introduction & Opening Remarks*
(FISCN)
- *0915 – 0925 NAVY CYBERFOR Introduction & ONE-*
NET Overview
- *0925 – 1015 Scope & Performance Work Statement*
Review (NAVY CYBERFOR)
- *1015 – 1045 Break*
- *1045 – 1145 Contract Overview and Source Selection*
(FISCN)
- *1145 – 1200 Closing Remarks*



Purpose

- To ensure a common understanding of the Government's requirements
- FAR 15.201
 - "Exchanges of information among all interested parties, from the earliest identification of a requirement through receipt of proposals, are encouraged..."
 - "The purpose of exchanging information is to improve the understanding of Government requirements and industry capabilities...and increase efficiency in proposal preparation, proposal evaluation, negotiation, and contract award..."



Industry Day (ONE-NET)



Mr. Patrick Faver
ONE-NET Program
Director



ONE-NET

- NAVY CYBERFORCE Introduction
- Overview
 - Brief History
 - Concept
 - Locations
 - Similarities
 - Differences
- ONE-NET Today
 - Current initiatives
 - Current Metrics example
- Overview of Performance Work Statement
- Conclusion



Navy CyberForce Introduction

- Mission Statement
 - To organize and prioritize manpower, training, modernization and maintenance requirements and capabilities of command and control architecture networks, cryptologic and space-related systems and intelligence and information operations activities, and to coordinate with Type Commanders to deliver interoperable, relevant and ready forces at the right time at the best cost, today and in the future.



ONE-NET History

- ONE-NET, previously Base Level Information Infrastructure OCONUS (BLII-O), is an initiative executed under the Naval Switch and Cable Modernization Program (NASCAMP), set in place to meet Defense Planning Guidance established in FY96, which directed the Services to modernize their infrastructure.
- With Fleet N6 realignment, Navel Network Warfare Command (NETWARCOM) was given responsibility to operate and maintain this network. ONE-NET provides a common and secure IT infrastructure, which will significantly improve the information assurance posture above that of the existing legacy networks.



ONE-NET Operational Structure

- **NAVNETWARCOM**
 - N3 has operational responsibility for ONE-NET
- **NCTAMS**
 - Far East reports through NCTAMSPAC
 - Europe & Middle East reports through NCTAMSLANT
- **TNOSC**
 - Theatre Network Operations and Security Center
 - Focal Point for Operations and Maintenance with a geographic region.
- **LNSC**
 - Local Network Support Center
 - Local Field support presence

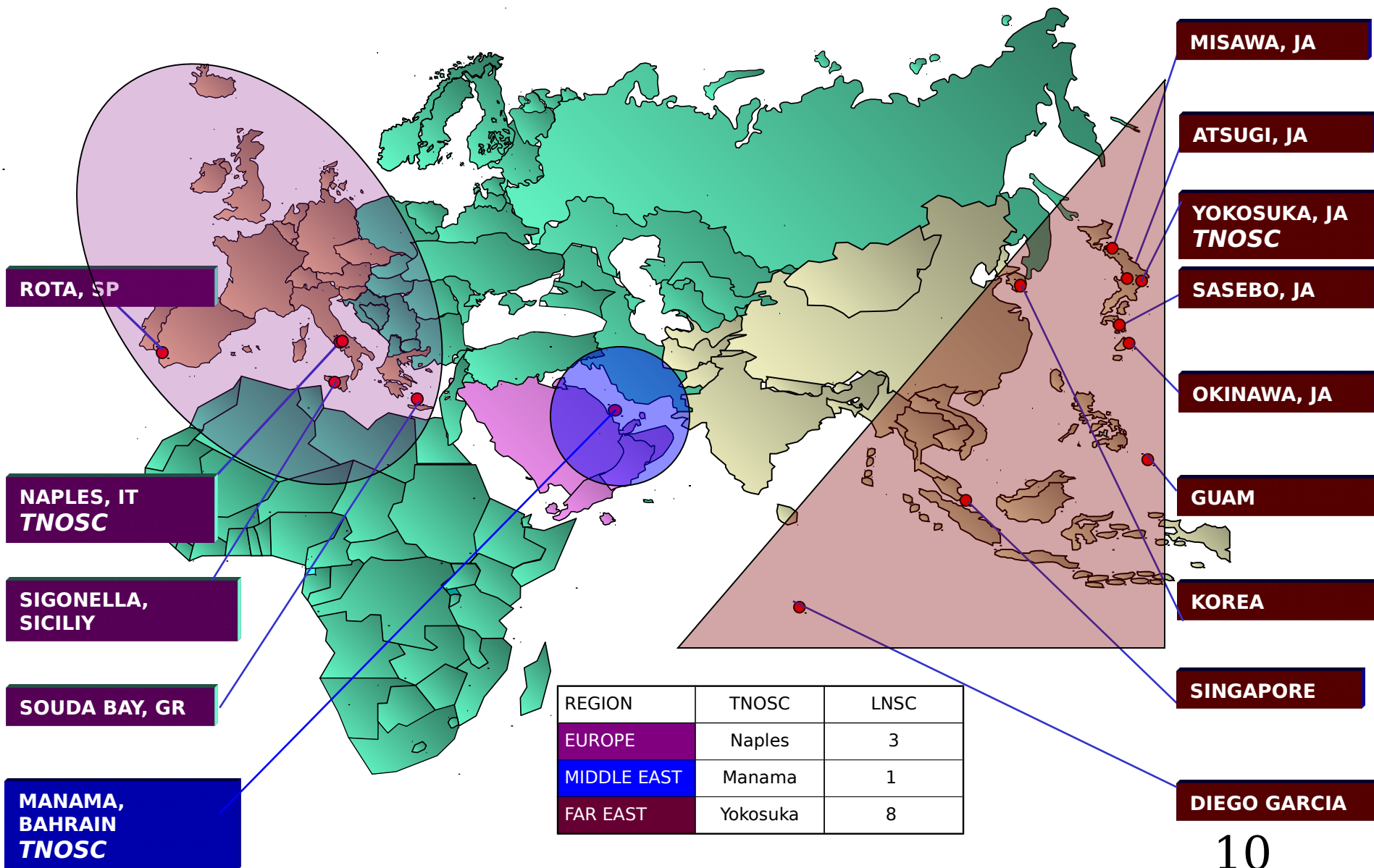


ONE-NET Locations

- Europe
 - **TNOSC - Naples**
 - LNSC Naples
 - LNSC Rota
 - LNSC Sigonella
 - LNSC Souda Bay
- Far East
 - **TNOSC - Yokosuka**
 - LNSC Yokosuka
 - LNSC Atsugi
 - LNSC Sasebo
 - LNSC Misawa
 - LNSC Okinawa
 - LNSC Chinhae
 - LNSC Guam
 - LNSC Singapore
- Middle East
 - **TNOSC - Bahrain**
 - LNSC Bahrain



ONE-NET Locations





Regional OPS Comparison

- **Similarities**

- Provide the same services
- Use same basic high level processes
 - Request for change process
 - New user process
- Operate under same CONOPS and policies
- Utilize same tools (Remedy, Tivoli, Cisco Works, IBM NetView)
- All three TNOSC have co-located LNSC's

- **Differences**

- Far East is primarily supported by a Firm Fixed Price Performance Based Contract and limited local nationals.
- Europe support has consisted of Government civilians, military, local nationals, and contractors.
- Middle East support has primarily consisted of military with some contractor support.



ONE-NET delivers Enterprise IT services

- **Government-owned, Government operated**
 - Integrated network consisting of a standard configuration, and consistent applications in a secure environment for both unclassified and classified networks.
- **IT support**
 - Service Desk Support, Networks and Systems Operations (NASO), Field Support, Information Assurance (IA), Network Technical Support.
- **Provided Services**
 - Email: 100mb unclassified storage and 100mb classified storage
 - Shared Storage: 850mb personal home drive, command shared is 150mb per user, per command
 - Remote access: Outlook Web Access with command approval.
 - Network print capability, Internet access, standard desktop hardware and software support, Information Assurance and security, Directory services.



ONE-NET delivers Enterprise IT services

- Desktops
 - ONENET has a standard desktop and laptop configuration.
 - Computer refresh: lifecycle plan for ONE-NET is to refresh computers every 4 years. This may vary by command and will depend on the command's ability to appropriately resource the lifecycle plan in the budget based transfer or annual reimbursable funding transfers.



Current Initiatives

- ISA 2006
- Legacy Reduction Initiative (LRI)
- Server Farm Refresh (SFR)
- Microsoft Office Shared Service (MOSS 2007 Implementation)
- Enterprise Tivoli/Remedy Upgrades
- NMCI/ONE-NET Two Way Trust
- DAR Design and Pilot
- NAC Design
- Micro Server Farm updates



First Quarter Incident Metrics

	J an-10	Feb-10	Mar-10	
Enterprise				
	First Call Resolution	7734	9747	11006
	SL1 total	53	296	326
	SL2 total	10356	12781	14546
	Total Incidents	18143	22824	25878
Europe				
	First Call Resolution	3890	4338	5202
	SL1 total	27	29	55
	SL2 total	4761	5304	6133
	Total Incidents	8678	9671	11390
Far East				
	First Call Resolution	3250	4232	4065
	SL1 total	13	250	243
	SL2 total	4860	6127	6373
	Total Incidents	8123	10609	10681
Middle East				
	First Call Resolution	594	1177	1739
	SL1 total	13	17	28
	SL2 total	735	1350	2040
	Total Incidents	1342	2544	3807

First Call resolution is defined as those calls resolved within 30 minutes of the initial call. SL1 is defined as VIP's, to include Battle Watches (limited to a % of the total seat count). Requires 2 hour resolution 90% of the time. 99% within 24 hrs. SL2 is defined as others and requires 80% resolved in 4 hrs and 90% in 96 hrs.



PWS Overview

- Core Services
 - Theater Service Desk Support
 - One at each TNOSC
 - Supporting all the LNSC in that Theatre
 - Network and Systems Operations
 - One at each TNOSC
 - Manages the production infrastructure for ONE-NET
 - Field Support
 - Desk top support
 - Network support
 - Information Assurance
 - Augment government civilian personnel
 - Network Technical Support
 - Operational Tier III Support
 - Subject Matter Expert (SME)
 - Engineering Support



PWS Overview

- Additional Support Tasking
 - IT Service Management/ITIL (ITSM/ITIL)
 - Performance/Enterprise Management Support (PEMS)
 - Voice Over Internet Protocol (VOIP), VOICE Over SIPRNET Internet Protocol (VOSIP)
 - Theatre Application Support
 - Legacy Support



Conclusion

- ONE-NET is the Navy's Primary OCONUS network that has morphed into the shore based C2 network.
- Rapidly changing mission and world affairs requires flexibility and responsiveness.
- Network Security is essential. Operational necessity does not automatically trump security requirements.
- Funding is austere and Fleet requirements continue to grow.



Break



Acquisition Strategy and Source Selection

***(Ms. Carissa Holland & Mr. Jordan Dorsey, FISC
Norfolk)***



Points of Contact

FISC Norfolk's points of contact are:

- Ms. Carissa Holland, (757) 443-1338**
 - Carissa.Holland@navy.mil
- Mr. Jordan Dorsey, (757) 443-1411**
 - Jordan.Dorsey@navy.mil
- Ms. Tara Gorrell, (757) 443-1977**
 - Tara.Gorrell@navy.mil



Key Points

- Submit all questions and comments, in writing, to Mr. Jordan Dorsey by 4:00PM Thursday, 6 May 2010.
- Solicitation and any amendments will be published on the NECO web site (www.neco.navy.mil)
- Nothing said here today will qualify the terms and conditions of the RFP.
- No final decisions have been made in regard to the RFP.
- Your questions and comments may be taken into consideration in the development of the RFP.



Estimated Milestones

- 06 May 2010: Submit all questions and comments from Industry Day to Mr. Jordan Dorsey
- 28 June 2010: Issue RFP
- 12 – 16 July 2010: Site Visits
- 10 August 2010: Proposals Due
- 3 January 2011: Award
- 31 January 2011: Contract Start Date



Acquisition Strategy

- Full and open competition
- Consolidated effort
- Type of Contract
 - **Multiple Award** – limited to two (2) awardees
 - Indefinite Delivery/Indefinite Quantity (IDIQ)
 - Hybrid: Firm Fixed Price (FFP)/Cost Plus Fixed Fee (CPFF)
- Term of Contract
 - 5 years (base plus four one-year options)
 - Base year POP: January 2011 - January 2012
 - If all options are exercised, performance will extend to January 2016



Sections B & C

- Section B – Supplies or Services and Prices
 - Labor CLIN for each Theatre Network Operations and Security Center (TNOSC)
 - FFP/CPFF
 - Other Direct Costs (ODCs) CLINS
 - Travel
 - Miscellaneous ODCs
 - Department of Defense Dependents School (DoDDS)/Living Quarters Allowance (LQA)/Cost of Living Allowance (COLA)
 - Level of Effort clauses
 - Payment of Fixed Fee clause
- Section C – Descriptions/Specifications
 - Performance Work Statement (PWS) and PWS Attachments
 - Personnel Qualifications



Sections D, E, F & G

- Section D- Packaging/Marking
- Section E- Inspection/Acceptance
 - FOB Destination
 - Inspection of Services clauses
- Section F- Deliveries/Performance
 - Period of Performance
 - Place of performance to be specified in individual Task Orders
- Section G- Contract Administration Data
 - **Wide Area Workflow (WAWF) Instructions**
 - **Identification of PCO, COR and other applicable administrative function POCs**



Section H & I

- Section H – Special Contract Requirements
 - Security: Secret and Top Secret (Naples/Lisbon Italy)
 - Ordering Procedures – oral/written orders, placement of task orders
 - Travel
 - Access to Information Systems
- Section I – Contract Clauses
 - Data clauses
 - Limitation of Funds/Cost clauses
 - Ordering clauses
 - Option clauses
 - Changes clauses
 - OCONUS DFAR clauses



Section J

- Section J – List of Documents, Exhibits, and other Attachments
 - DD254
 - Quality Assurance Surveillance Plan (QASP) and QASP Matrix
 - Contract Administration Plan (CAP)
 - Corporate Experience and Past Performance Form
 - Cost/Price Spreadsheets



Source Selection Overview

- Choose the contractors who provide the best value to the Navy, all factors considered in a Tradeoff Process
 - Plain English translation:
Get the best packaged deal for the Government for ONE NET support
- Resolve any issues prior to contract award



Source Selection

- The Government will conduct a best value source selection utilizing a tradeoff process.
- Proposal must demonstrate to the Government's satisfaction that the Offeror is capable of successfully performing the solicitation requirements and overall program objectives.
- Proposals that take exceptions to any terms/conditions of the RFP, propose additional terms/conditions, or fail to manifest the unconditional assent to a term/condition of the RFP will constitute a Deficiency (FAR 15.001), which may make the offer unacceptable.



Section L

- There are two (2) volumes to submit:
 - Volume I: Technical
 - Volume II: Cost/Price
- Formatting and style requirements to be detailed in RFP
- Follow the specific instructions listed in Section L of the RFP



Volume I - Technical

- Submit Original and Five (5) Copies (plus one (1) CD with electronic documents)
- Page Limit: 40 pages
- Consists of:
 - Technical Proposal
 - Corporate Experience/Past Performance
 - Management Plan
 - Transition Plan
 - Completed Corporate Experience and Past Performance Information Forms



Volume I - Technical: Management Plan

The Management Plan should address the following:

- Approach to accomplishment of tasks defined in PWS;
- General staffing approach for utilization of the offeror's personnel resources that demonstrates an understanding of the skill sets required to successfully accomplish the level of effort set forth in the RFP; and
- Approach for recruiting, development, and retention that demonstrates the offeror's plan to minimize staff turnover.

NOTE: The above bullets provide guidance for what should be addressed in the approach and are not considered to be sub-factors nor should this be considered an all-inclusive list.



Volume I - Technical: Corporate Experience and Past Performance

- The Corporate Experience factor is defined by what relevant experience the offeror has gained under specific contracts/orders within the past five years, while the Past Performance factor is defined by how well the offeror has performed on those same contracts/orders within the past five years.
- Corporate Experience and Past Performance are not two separate evaluation factors - submit only a single set of references (maximum three) on Corporate Experience and Past Performance Information Form



Volume I - Technical: Transition Plan

The company shall provide a Transition Plan revealing how the company shall successfully phase-in and/or phase-out Operations and Maintenance of the OCONUS Navy Enterprise Network (ONE-NET).



Volume II - Cost/Price

- Submit Original and One (1) Copy (plus one (1) CD with electronic documents)
- Page Limit: No limit
- Consists of:
 - Standard Form 33 “Solicitation, Offer, and Award” with blocks 14 through 18, and executed copy of Amendments, if applicable, completed by the offeror RFP Section B “Schedule of Supplies/Services” completed by the offeror
 - Unless completed in ORCA, RFP Section K “Representations, Certifications and Other Statements of Offerors” completed by the offeror
 - Fixed Fee Matrix, Indirect Ceiling Rate Matrix, Cost Summary Format and Supporting Cost Data Forms



Volume II - Cost/Price

- The Cost/Price portion of the proposal shall be a complete and detailed cost/price breakdown to support the level of effort required in Section B of the RFP. At a minimum it should include:
 - the direct rates for the labor categories found in the Performance Work Statement Attachment B and Section B Level of Effort clause, including how they were developed and any escalation factor applied (to be clearly defined and supported by factual data);
 - the fringe and overhead rates, including how they are applied to the direct labor;
 - the G&A rates;
 - the fixed fee, which should be derived by applying the rate of the fee to only the burdened labor costs, not the Other Direct Costs (ODCs) or travel;
 - and the Government provided amount for ODCs and travel found below, plus G&A or material handling fees on ODCs and travel, if applicable.
 - completed Fixed Fee Matrix, Indirect Ceiling Rate Matrix, Cost Summary Format and Supporting Cost Data Forms



Section M

- The evaluation of proposals will consider the offeror's technical proposal to be significantly more important than the offeror's cost/price proposal.
- Technical evaluation sub-factors: Corporate Experience/Past Performance and Management Plan are of equal importance and Transition Plan is significantly less important than Corporate Experience/Past Performance and Management Plan.



Volume I - Technical

- Corporate Experience/Past Performance
 - Relevancy in Scope and Magnitude
 - Past Performance evaluation will include consideration of quality of product/service, schedule, cost control, and business relations.
- Management Plan
 - Demonstrates an understanding of the requirements of the RFP and which demonstrates how that plan will successfully accomplish the requirements of the RFP
- Transition Plan
 - Reveals how the company shall successfully phase-in and/or phase-out Operations and Maintenance of the OCONUS Navy Enterprise Network (ONE-NET).



Volume II - Cost/Price

- Costs will be evaluated on the basis of cost realism. Proposed cost may be adjusted for purposes of evaluations based on the results of cost realism analysis. Cost realism pertains to the offeror's ability to project costs which are realistic and reasonable and which indicate that the offeror understands the nature and scope of work to be performed.
- Unrealistic rates, as determined by the Contracting Officer, may also be considered in risk assessment and the offeror's overall proposal may be downgraded.
- Common evaluation amounts for ODCs and Travel will be provided in RFP.



Volume II - Cost/Price

- Price Proposal will be evaluated in accordance with FAR 15.404-1.
 - Price competition
 - Comparison of previous proposed prices and previous Government and commercial contract prices
 - Comparison with published price lists
 - Analysis of pricing information provided by offeror
- Although price/cost is weighted in a manner that makes it significantly less important than the corporate experience/past performance, management approach and transition plan, it has the potential to become more significant during the evaluation process. The degree of importance of the cost/price will increase with the degree of equality of the proposals in relation to the other factors on which selection is to be based. The importance of cost/price will also increase when a proposal's cost/price is so significantly high as to diminish the value to the Government that might be gained under the other aspects of the offer. If, at any stage of the evaluation, all offerors are determined to have submitted equal, or virtually equal, or generally equivalent, non-cost proposals, cost/price could become the factor in determining which Offeror shall receive the award.



Proposal Development

- Understand program objectives/Acquisition Strategy
- Be attentive to all parts of the RFP
 - PWS
 - Terms and Conditions
 - Instructions to Offerors and Evaluation Criteria
- Demonstrate the ability to comply with requirements and implement the proposed approach
 - Demonstrate that sufficient resources (e.g. manning) and capabilities will be applied
 - Consistency from Volume to Volume
- Substantiate all claims



Proposal Development

- Structure your proposal in accordance with the Instructions to Offerors:
 - Can an evaluator quickly find what he/she needs?
 - Is it clear?
 - Drawings and diagrams complement narrative but do not replace it
 - Substantiate: do not simply make claims; provide information to allow an independent assessment



Typical Proposal Shortfalls

- Not being responsive to the RFP
- Regurgitating the PWS
- Proposal instructions not followed
- Statements in the proposal are not well supported
- Proposals are not well organized
- Past Performance POCs are not current
- Not signing RFP or providing all RFP sections completed (e.g. Section K Reps/Certs, etc.)
- Arithmetic and/or spreadsheet formulas are incorrect
- Not explaining pricing approach
- Discrepancies between labor priced in price proposal and what is stated in technical proposal



Summary

- Keys to Developing a Good Proposal
 - Understand the RFP requirements
 - Follow the Instructions to Offerors
 - Understand the Evaluation Criteria
- Ensure that your proposal:
 - Helps the evaluator evaluate – do not make them have to guess or search for answers
 - Provides traceability throughout the proposal between price and PWS
 - Substantiates all claims
- Questions and comments to Mr. Jordan Dorsey



Wrap-up